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| QCHA_Final Logo | **Job Description, Person Specification, and Key Dimensions** |

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| Job Title: | Cyclical and Compliance Assistant | | |
| Department: | Property, Enterprise and Regeneration | Grade: | 5 |
| Team: | Property Services | Date reviewed: | Nov 2024 |
| Reporting To: | Cyclical & Compliance Manager | Ref no: |  |

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| Purpose of Job |
| As part of the Property Services and Placemaking Directorate you will play a role in the implementation and achievement of Queens Cross Housing Association’s strategic objectives and vision of being a leader in providing excellent housing and community services and creating and sustaining vibrant communities.  As a member of the Cyclical and Compliance Team, you will support the delivery of effective, efficient and economical cyclical and compliance programmes that focus on customer safely. |
| Context and Scope |
| Queens Cross Housing Association recognises the importance of maintaining and investing in its property assets to ensure they meet the needs of our customers and ensure we provide a safe and secure place to live, work and thrive.  The role of the Cyclical and Compliance Assistant, reporting to the Cyclical and Compliance Manager, will be central in the delivery of a range of planned and reactive maintenance programmes. The post-holder will instruct maintenance and remedial work, carry out inspections, liaise with contractors and respond to customer queries, ensuring records are up to date and accurate.  Working collaboratively with others to implement best practice in the full range of property services so that the service demonstrates continuous improvement and is recognised as being excellent. |
| Major Tasks and Job Activities |
| Service Provision-   * Assist the Cyclical and Compliance Team to ensure all cyclical and compliance programmes are delivered on time and within budget. * Raise repairs and maintenance works orders for routine programmes of work * Liaise with Cyclical and Compliance Officers and Maintenance Officers on any works above approved limits * Review all cyclical and compliance certificates/documents received for accuracy. * Arrange any remedial works identified from any certificates/documents within approved limits. * Take ownership, monitor, and manage assigned cyclical and compliance programmes, recording information and reporting monthly progress updates to ensure targets are met and programme spend is within budget. * Undertake common area inspections, noting any issues, and report back to the relevant teams and internal stakeholders. * Liaise with contractors, addressing any issues that arise from customer feedback or quality control inspections and schedule appointments for them attending, arranging access as required. * Review, vary, dispute, and authorise invoices relating to relevant programmes, within approved limits. * Escalate to the Cyclical and Compliance Officers any programmes where data or documents are incorrect or where any programmes have occurred delays. * Where possible, respond to complaints at first point of contact. * Assist with more complex and stage 2 complaints by carrying out initial investigations and information gathering. * Investigate queries from users of Communal Heating Systems, producing statements, taking payments and resolving any issues which may arise and escalating to a Cyclical and Compliance Officer when the scope of the work is out with their remit. * Demonstrate a flexible approach by collaborating with and providing cover for other members of the Cyclical & Compliance team as required. * Contribute to the design and delivery of an annual service plan for the Cyclical and Compliance team which links to the Corporate Business Plan.   Control, Monitoring and Reporting   * Provide a weekly progress report to the Cyclical and Compliance Officer, stating which programmes are going to plan and any that are projected to/have had any issues or delays. * Assist in the preparation of monthly budget and performance reports within timescales to the Cyclical and Compliance Officers. * Update programmes and component information on spreadsheets and management software. * Attend internal and contractor meetings, providing feedback on allocate components and programmes. * Take minutes and notes from meetings as required.   Performance Management   * All duties should be carried out in accordance with our policies and procedures. * Assist in meeting the aims and objectives of the department by contributing to achieving set Key Performance Indicator targets. * Assist the Cyclical and Compliance team to monitor and report the performance of our in-house operatives and external contractors. * Adopt any new working processes, including the use of new technology, as required.   Planning & Organising   * Engage with residents and QCHA colleagues to incorporate their requirements into service delivery. * Assist the Cyclical and Compliance team to respond to any changing priorities of their service on a day-to-day basis. * Actively look for ways in which processes can be improved and seek the most efficient way of delivering the service.   Value for Money   * Work in an efficient manner that delivers value for money for our tenants and stakeholders. * Work within defined limits of financial authority. * Identify areas which may lead to savings in time, labour or money and bring these to the attention of the Cyclical and Compliance Manager and Officers.   Relationship Building   * Work with contractors and colleagues throughout QCHA to deliver a high-quality service to customers and stakeholders. * Assist with investigations in response to customer and stakeholder enquiries and complaints. * Liaise with Maintenance Officers to ensure efficient contract delivery. * Communicate effectively with the Factoring & Workspace team in the respect of cyclical and compliance works involving owners to deliver an efficient service and value for money for their customers. * Promote professional image of the Association when dealing with internal and external customers. |
| Other Tasks and Activities |
| Health and Safety   * Understand your responsibilities as an employee under Health & Safety legislation. * Ensure that all company activities are discharged in a safe manner, minimising risk at all times. * Understand how to manage and control health and safety risks in relation to your role. * Ensure our Clients duty in relation to CDM regulations is met. * Undertake compulsory annual online training modules on various H&S themes. * Undertake H&S training as required to fulfil the full responsibilities of this role. * Undertake Role Based Risk Assessment reviews annually, or as required, for members of the Cyclical & Compliance team. * Undertake to use the employee safety app on each occasion of lone or other applicable working.   Training - Self   * Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills. * To attend training and personal development courses as and when required by the Association. * Understand your own responsibilities under the ICT User policy. * Maximise the use of ICT facilities and technology initiatives and contribute to their development where appropriate. * Keep role-specific training, delivered via our internal training platform, up to date.   Training - Others   * Train internal stakeholders and other teams in the operation of contractor portals, functions of our management software or any other such function of the Cyclical & Compliance team as required.   Equality & Diversity   * Observe and promote Equality & Diversity and Customer First policies at all times. * Tailor your service delivery to the needs of individual customers. * Make a difference to customers by delivering on commitments. * Take ownership for delivering a first-class customer experience. * Look for solutions when issues or complaints arise.   Sustainability   * Assist in the Association’s aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed.   Other   * To carry out any other duties which may be reasonably requested by the line manager and undertake any other duties subsequently allocated by the Association’s management. * The duties of the post will be reviewed and modified in line with the demands of the service. |

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| Category | Essential Criteria | Desirable Criteria |
| Experience | * Minimum of 3 years’ experience working in a customer service focused environment. * Experience of operating property management systems. * Previous experience of dealing with contractors, especially in scheduling works and querying invoices. * Experience in a role where they have had to competently prioritise work in a challenging environment. * Successful delivery of a variable workload in a customer focused environment | * Have experience in carrying out internal/external property inspections and assessing repair work required. * Working within a compliance role, including gas & electrical safety, asbestos, passenger lifts, fire safety and legionella, along with any other cyclical testing programmes. * General maintenance experience, including assessment of repair issues, planning works and monitoring scheduled programmes. * Identifying underperforming contractors and working towards resolution. |
| Knowledge, qualifications and education | * The post holder will have an appropriate level of education for the role – Highers (good standard of Literacy and Numeracy)/or SVQ Level 2 in administration, customer service /or relevant maintenance/ trade training. | * An understanding of social housing and the context within which it works. * Understanding of equality and diversity legislation and its application to a housing association. * Understanding of practical management of Health and Safety in domestic properties. * Additional qualifications in compliance, including gas & electrical safety, asbestos, passenger lifts, fire safety and legionella, |
| Skills, Abilities and Behaviours | * Excellent interpersonal and communication skills and the ability to effectively deal with customers in a professional manner, often in stressful situations. * Ability to use their own initiative to prioritise and organise their own workload to meet deadlines. * Models the behaviours required to deliver customer service excellence. * Using innovative solutions to problems. * Good team player. * Proactive and hardworking. * Competent in Microsoft Office packages including Word and Excel. * Committed to personal, ongoing development. | * Negotiation, conflict resolution. * Presentation experience – both to internal and external parties. * Understanding when work is beyond their skills and/or previous experience and the willingness to escalate it to a Cyclical & Compliance Officer or Manager. |
| Other Requirements | On occasion, attend meetings out with normal working hours. | Driving License. |

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| Key dimension category | Details |
| Communication Skills | Dealing with a high volume of external stakeholders such as customers and contractors and in a variety of ways such as email, face to face and telephone and ensuring the appropriate manner of response for each.  Able to listen, understand, and respond appropriately to customer complaints at first point of contact. Assist where there is a requirement to escalate, by providing information in a concise form to allow Cyclical and Compliance Officers and Manager to complete more complex stage 1 and stage 2 complaints.  Provides support and advice to customers and internal stakeholders.  Build strong working relations with staff teams, within Property Directorate and wider, particularly Housing and Business Support to deliver continuing good customer service.  Reporting – producing accurate information for monthly performance and budget reports using both internally and externally-generated figures, and the ability to review and highlight any discrepancies between them.  Participate in meetings with contractors, proactively address performance issues, be a clear communicator with the ability to understand technical language.  Identify areas which allow for devolution of roles and responsibilities, including training internal stakeholders to respond to incoming calls relating to cyclical & compliance queries in order to provide first point of contact resolution. |
| Authorities & Limitations | The post holder will ensure that the Cyclical and Compliance service is delivered in a customer focused way and in line with budget and KPI’s.  Plans own workload on a day-to-day basis and has freedom to act within prescribed boundaries and financial authority.  Works within defined policy and procedures with little supervision.  Prioritises workload in line with the demands of the job and responds positively to the unexpected shifts in priorities.  Works independently to problem-solve for customers using practical knowledge and experience, involving senior staff for more serious, financially-risky or technically challenging issues. |
| Staff management | No direct or indirect line management responsibility. |
| Financial resources | Responsible for handling and processing financial resources within their remit (>£500) |
| Physical Resources, procurement & Information | **Procurement**  No responsibility for procurement  **Physical Resources**  Day to day responsibility for property – organising Cyclical and Compliance testing and remedial works, inspecting property and sites, assisting assessments of properties and sites.  **Information**  Handling and processing financial, personal and performance information with regards to the Cyclical and Compliance service where care and accuracy are important. |
| Customers and other Stakeholders | Routine interaction with customers who are vulnerable, have complex health and addiction issues and may also from time to time have aggressive tendencies. This would generally be a minority of customers and would involve face to face interviews or telephone calls  Direct impact on the wellbeing of customers - implementing works programmes to ensure their health & safety and wellbeing. Assisting the delivery of our property services, assessing H & S risk and prioritising accordingly, delivering cyclical and compliance works.  Regular contact with customers who are at risk of, or are already in, fuel poverty. Assisting them where possible, passing their details onto other internal departments when not. |
| Analytical Thinking/Problem solving | Inspecting properties, consulting property data, reviewing test certificates to assess condition, identify required works or resolve customer issues.  Monitoring contractors performance for Cyclical and Compliance programmes, within set parameters.  Developing options for solutions to issues which arise during routine inspections, as well as reactively, and recommending best solution for approval by Cyclical and Compliance Officers.  Investigating and responding to complaints from customers in relation to the Cyclical and Compliance service. |
| Complexity of Work | Delivering property services, including day-to-day and planned activities. Managing a workload with a variety of tasks, applying technical expertise and knowledge of the stock. |
| Working Environment | Office based 50%  Time based on site 50%  Time spent lone working 20% |
| Physical Demands | Light demand/ effort 50%  Medium demand/ effort 10%  Regularly going out to inspect the quality of the close cleaning and landscape gardening/ environmental contract. A standard week would mean being out 1-1.5 days a week on site, climbing stairs and walking between sites. |
| Emotional Demands | Occasional, moderate emotional upset  Rare, significant emotional upset |